



**Position:** Senior Manager of Building Operations  
**Location:** Bronx, NY  
**Reports to:** Managing Director of Building Operations  
**Hours:** Full-time, 40 hours/week; occasional evening/weekend work

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### About Jericho Project

Jericho Project is a nationally-acclaimed nonprofit ending homelessness at its roots by enabling homeless individuals and families to attain quality housing, employment and mental and physical health services. The 41-year-old nonprofit serves over 2,500 individuals, including 700 veterans, annually. Jericho has been a key partner in New York City's initiative to end veterans' homelessness, and is leading bold, innovative strategies to do the same for families and young adults.

Our programs touch four cornerstones of a person's life: housing, employment, wellness and family stability. We create a culture of "moving on" through a foundation of housing and supportive services provided by expert program specialists and case managers.

We have over 600 units of supportive housing including 9 residences in the Bronx, Harlem and Astoria, as well as scatter-site apartments throughout NYC.

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### About the Position

The Senior Manager of Building Operations will supervise the Managers of Building Operations (MBOs) at four to six permanent supportive housing programs. This will be a stand-alone position, with no direct management of a building foreseen at this time. The incumbent will assume over-sight of multiple properties' operations, assist staff with implementation of policies and procedures, finance compliance, property management software use, property budget management and tenant problem solving.

#### **Responsibilities:**

- Supervise the Managers of Building Operations at the designated sites.
- Ensure the quality management of the MBO's work; including site care and maintenance, tenant relations, rent collection, and reporting and compliance.
- Maintain safety and maintenance of building, ensuring timely completion of work orders and repairs, while conducting site's physical conditions' reviews with Superintendent.
- Supervise and evaluate the work quality of maintenance and house managers (front desk) staff and other subordinates.
- In collaboration with Director of Facility Systems and Compliance, coordinating capital projects and maintaining accurate records of the condition of the buildings' systems; ensuring that all equipment and facilities are working properly.
- Ensure that hearings to rectify ECB, DOB, FDNY, DOS, and HPD violations are attended and successfully resolved.
- Participate in preparing the building budget; maintain costs within the budget.
- Supervise eligibility review for tenant selection process and participate in tenant interviews.
- Maintain 5% or less vacancy rate; maintain 5% or less rent loss.
- Collaborating with the Intake and Leasing Department to ensure compliance with leases and subsidy regulations including Low Income Housing Tax Credits, HOME, Section 8 (NYCHA) HUDVASH, DHCR rent registrations, annual lease renewals and the tax credit investor.
- Prepare and submit reports as needed including rent rolls and rent arrear reports.
- Responsible for ensuring the quality and efficiency of:
  - Department of Sanitation, Department of Buildings, Fire Department, etc. violation and ticket responses.
  - Tracking of and completing work orders.
  - Tracking and completing Violations and HQS correction
  - Preventative maintenance and inspections to ensure that all systems operations.
  - Log of all inspections (i.e., fire alarm, sprinkler system, fire extinguishers, and elevators).

- Ensure that sites receive high ratings from funding source inspections (OPRE, Housing Quality Standards, tax credit compliance, etc.) audits.
- Assist site staff with troubleshooting tenant issues, providing guidance and support. Provide on-site coverage of work for staff on leave.
- Complete staff evaluations that address performance concerns and recognize work well done, setting goals with clear performance expectations.
- Conduct internal audits of sites' paperwork and tenant files for proper procedure and documentation.
- Assist Managing Directors of Building Operations to develop management plans for new projects.
- Review quarterly financial statements for each property with each Manager of Building Operations supervised, identifying expenditure and revenue concerns taking appropriate follow-up actions.
- Approve expenditure requests according to policies and budgets.
- Provide backup coverage to Managers of Building Operations/Property Managers as needed.
- Perform other responsibilities as assigned.

**Requirements:**

- Bachelor's degree required, Master's preferred.
- Experience managing low-income housing projects and working knowledge of compliance with either Low-income Housing Tax Credits financing or HUD Project Based Section 8 funding.
- Commitment to resident self-management and social change through the empowerment of low-income people and working with social services to assist tenants.
- Experience developing, implementing and monitoring policies and procedures, and project troubleshooting.
- Must possess excellent written and oral communication skills. Demonstrated experience that shows a high degree of interpersonal skills working with staff, housing residents and the public.
- Good mathematical aptitude and ability to understand financial statements.
- Proficient in Microsoft Office Suites programs. Previous experience with record keeping and reports preparation.
- Ability to work independently with minimal supervision while performing multiple tasks.
- Superior customer service skills and orientation.
- Strong organizational skills and collaborative style needed.
- Must be able to walk up 6 flights of stairs.
- Must be able to lift 25lbs or more.

**Compensation:**

The salary range for this position is **\$75,000.00 to \$80,000.00 annualized**. Jericho Project offers a comprehensive benefits package. Employees are eligible for a merit increase annually. Merit increases are based on the employee's performance during the prior year.

**How to Apply:**

Interested applicants must submit a resume and cover letter with salary requirements to:

Human Resources Department  
 Jericho Project  
 Job Code: **Senior Manager of Building Operations**  
 245 W. 29<sup>th</sup> Street, Suite 902  
 New York, NY 10001  
 Fax 646.624.2301

[careers@jerichoproject.org](mailto:careers@jerichoproject.org)

**No Phone Calls Please.**

*Jericho Project is an equal opportunity employer that does not discriminate in its hiring practices and, in order to build the strongest possible workforce, actively seeks a diverse applicant pool. [www.jerichoproject.org](http://www.jerichoproject.org)*